ABSTRACT

A workflow process management application (WPMA) for a specific organization is created via a web application that can be implemented using a web server front end and a database back end. An administrator user operates the application by using a built-in administrative function to create objects such as users, groups, departments, locations, acuities, activities, and skills. The administrator or another suitable user can then use a built-in defining function to finalize objects and create instances of the objects corresponding to the organization. Appropriate users can use the plan function to allocate specific users to specific departments to ensure that all activities are assigned an appropriate amount of workers having the appropriate skills. When (or after) the work is performed the actual workflow data can be electronically gathered (if possible), or manually entered. Reports can then be generated to show differences between the planned workflow and the actual workflow.